



Hess Orthopaedics & Sports Medicine, PLC

4165 Quarles Court • Harrisonburg, Virginia 22801 • 540-434-1664

Welcome to Hess Orthopaedics! Our physicians and staff look forward to a pleasant and effective experience for you and your family. If there is anything that we can help you with during your visit and treatment period, please feel free to ask!

All patients are directed to the appropriate physician in our office by injury or timeline.

Our Facility

LOWER LEVEL

Parking is available in the rear of the building.

• Physical Therapy •

Our Physical and Occupational Therapy department is located in the lower level. We have 4 Physical Therapists and 2 Occupational Therapists ready to treat your orthopaedic injuries. All PT/OT patients may drive to the back of the building and enter the department through the rear vestibule. It is not necessary to check-in at the main desk on the 2nd / main floor if you are a PT/OT patient.

• Surgical Suite •

Patients who are having surgery will enter through the door labeled "Surgery Suite" in the rear of the building.

MAIN FLOOR

Parking is available in the front of the building.
Enter through the front main doors.

Our physicians and mid-level providers practice medicine on the 2nd/main and 3rd floors of our building. We have 2 x-ray machines, 3 casting rooms and 14 medical examination rooms. You will be directed to the appropriate area by our signs or reception staff upon arrival.

THIRD FLOOR

Enter through the front main doors of the building.

If you are a patient whose provider practices on the third floor, and are familiar with our building, it is not necessary for you to stop at the main reception desk upon arrival. Please follow the necessary signs and check-in upstairs.

There are administration and business offices on the 3rd floor in addition to the patient exam rooms. We have designed our building so that patients do not have to walk through "the business of the business" to see their physician.



Special Office Policies

Our building was designed to be comfortable and professional. Because of this intent, we do not discuss financial or insurance matters in the reception area. For your privacy, personal matters are discussed one on one in our exam rooms with a friendly Patient Account Representative. She will help you with any insurance issues or payment plan needs.

Our reception desk will ask for your insurance card and policy holder's date of birth, and photo identification each time you visit our office. This ensures that we file your insurance claims appropriately. Many insurance companies are in a state of change, so it is in your best interest to verify the correctness every time. This is also part of our efforts to protect you from identity theft.

Our Physicians

Our physicians are all Board Certified by the American Board of Orthopaedic Surgeons. As a community, we are fortunate that they have attended some of the best teaching institutions in medicine today; this includes Duke, Harvard, UVA, The Medical College of Virginia, as well as several other well respected medical schools.

All of our surgeons are qualified to treat general orthopaedic problems. This includes all fractures, dislocations, carpal tunnel syndrome, ACL and meniscal tears, and any injury or problem in the bones or joints.

We can help you with rotator cuff injuries, bursitis, and tendonitis in the shoulder. Also foot problems and injuries, including bunions, hammer toes, or heel pain. Often these surgeries can be done very quickly as an outpatient in the Surgical Suite, which is in our office building.

We are especially well known for total joint replacements and arthroscopic surgeries, and for many patients, we can now offer small incision hip surgery with Dr. Smith. Dr. Smith does surgery at Shenandoah

Memorial Hospital, Charlottesville ASC, and in Hess Orthopaedic Surgical Suite.

Dr. Kime specializes in spine surgery, and performs neck and back surgery using the most modern and accepted techniques. If you have a question regarding a physical problem, just call our office and we will get you the help that you need.

Although qualified in all aspects of orthopaedics, most of our physicians have chosen to increase their expertise, education and certification in certain areas, and have developed a sub-specialty. For this reason, they may limit the scope of their practice to certain areas, and for some problems refer a patient to one of their colleagues, who has special expertise in the problem that you are having. Our staff does their best to screen patient's needs and direct them to the appropriate physician for the first visit.

Contacting Your Doctor after You Have Become an Established Patient:

If you think you have an Emergency situation, please go directly to the nearest emergency room without delay.

If you notice that you will need a medication refill for the next day, call 540-434-1664 and ask for your doctor's assistant. Please do not hesitate to leave a message; someone checks them at the end of every day. Sometimes calls are returned by staff as late as 8:00 pm. Try not to wait until Friday afternoon to call (as the doctor may be in surgery or on emergency call). We do not want you to go without medication over the weekend.

If you are having a medical problem, ask for the doctor's tech, nurse or assistant. She works directly beside the physician and can get you the help or answer that you need.

Co-Payments

You will be expected to pay the co-payment required by your insurance company at each visit. This is a contract between you and your insurance company that legally we cannot refuse or ignore. The co-payment will be collected in your exam room (in privacy) prior to your visit with the physician. Our Patient Account Representatives will do their best to answer any account or insurance questions that you may have. They will be your advocate and will assist you with any insurance issues. If you do not have insurance, we will be happy to arrange a payment plan. If you have any questions about your co-payment, please contact your insurance company.

Referrals

The physicians and practitioners at Hess Orthopaedics & Sports Medicine are orthopaedic specialists. Some insurance companies require that patients obtain a referral from their primary care provider or insurer before visiting a specialist. It is your responsibility, as the patient, to obtain the referral before your visit with any of our practitioners. If a referral is not obtained, we will be required by your insurer to bill you directly, and you will become entirely responsible for your account balance. Again, this is a contract between you and your insurance company that we cannot ignore. If you have any questions about referrals, please contact your insurance company or our Patient Account Representatives.

Please be aware that if you belong to an HMO (Health Maintenance Organization), our physician may not participate with your insurance company. Please contact your insurance company before your first visit with our practitioners to make certain you will not be held solely responsible for payment of the healthcare services provided by our office.

Workers Compensation

If you are filing a claim with a workers compensation carrier, and if your injury or illness is work related, you

will need to provide our office with some specific information about your injury. We have Workers Compensation Representatives that will speak with you about your claim and injury, and follow you throughout your treatment here. If you have any insurance or coverage questions during your treatment, you may call our office at 540-434-1664 and ask to speak with our Workers Compensation Representatives.

Our Physicians' Philosophy

Each physician at our office will take the time that they need to treat you in the most appropriate and effective manner. They will take time to answer your questions and speak with you about any concerns that you may have. Sometimes patients are asked to wait a little longer than they expected. Please be assured that there are good reasons for your wait. Our physicians and staff are doing the best that they can to schedule appropriately and treat every patient equally. If you do have to wait, we apologize. Our reception team will make your wait as comfortable as possible.

Cancellations and No-Shows

We ask that if you are going to be late or absent for an appointment, that you call our office beforehand. This will help to control waiting times for other patients. Our staff will try to reschedule your appointment at a convenient time to the best of their ability.

We understand that circumstances arise that may effect your appointment that you have scheduled and we ask that you be considerate of the other patients who are waiting to schedule appointments. Please cancel your appointment if you find you cannot attend as anticipated. Our office policy states that (in repeated situations) you may be required to pay a \$25.00 no show fee before we can give you another appointment. In some situations you will not be offered another appointment with any of our physicians at that time or in the future.

The Physical/Occupational Therapy department does have a cancellation fee. This fee is assessed after a

patient fails to call the department and are absent for an appointment 2 TIMES. The patient will be asked to pay \$20.00 before rescheduling therapy. Please note that the fee is not assessed if a patient calls and alerts the department of the circumstances.

Disability Forms and Medical Records

If you require a disability form to be filled out for your injury or illness, please give the form directly to our physicians. Please take all disability forms to the 3rd floor medical records window. An assistant will be responsible for your disability form. A representative from our office will call you when the form has been completed; you may pick all completed disability forms upstairs at the medical records window on the 3rd floor of our building.

Please note that we routinely charge for copying medical records or filling forms out for patients, depending upon the requesting entity and size of chart.

Patient disability forms are usually completed in the order that they are received, and within one week unless the form requires special attention.

Weather Related Closing

If your office is going to be closed because of inclement weather, we will post a message on our voicemail at 540-434-1664. We will also announce closings on WSVB (AM 550) Radio Station. If the office opens later in the day, our staff will make every effort to accommodate our patients and their appointments. If the weather is questionable, please call our main office at 540-434-1664 before your appointment. In the event of bad weather, if you prefer, you may drive around to the rear of the building and let the patient out under the awning.

Special Note

If you have an injury or urgent need, and go to the RMH Emergency Room, one of the Hess Doctors may be on call and if needed, can come and assist you. However "Hess" is not on call every night, but we will still try to be available. Just tell the nurse or doctor that you prefer the Hess Group and they will know what to do, or you can call us directly during our regular hours and we will give you quick access to a provider.